



medco[®]

Medco will be your new prescription drug benefit manager

The State of Delaware is pleased to announce that your prescription drug benefit will be managed by Medco beginning July 1, 2006.

Please be assured that your prescription drug benefit itself (including your co-pays) is not changing.



Medco will put its experience to work for you



Medco is the nation's leading prescription drug benefit manager, with over 30 years of experience. You'll have access to:

- Thousands of participating retail pharmacies
- An award-winning mail-order pharmacy and website
- Knowledgeable, helpful support from Member Services, plus pharmacists who are available around the clock

Your new ID card will arrive in June

In June, you will receive a *Prescription Drug Benefit Handbook*, which describes your benefit, as well as your new Medco prescription drug ID cards.

Beginning July 1, 2006, please be sure to **present your new ID card to your pharmacist** when filling prescriptions. Your old card will not be valid as of that date.



Your mail-order prescriptions will transfer automatically

If you have mail-order prescriptions, you won't need to get new ones in most cases. Beginning July 1, you'll be able to easily complete the transfer of your existing prescriptions to **Medco By Mail** online, by phone, or mail. If you received prior authorization for a prescription, that will carry over as well. You'll receive more information in the June package.

Other important facts about Medco and your benefit



The convenience, safety, and support of Medco By Mail

More than 6 million Americans enjoy the convenience of Medco By Mail. Medco's automated mail-order pharmacies dispense high-quality, FDA-approved medications at better than Six Sigma accuracy levels (99.9997 percent). Plus, if you need to talk to someone about your medication, a Medco pharmacist is here for you anytime, day or night.

For an unprecedented fifth consecutive year, Wilson Health Information, an independent consumer research company, honored Medco By Mail as the **No. 1 mail-order pharmacy for customer satisfaction**.

Manage your benefit online

Medco's user-friendly website, www.medco.com, has also earned a No. 1 Wilson Rx ranking. Beginning July 1, 2006, once you register, you can:

- Easily order refills and check the status of existing orders.
- Compare prices for generic and brand-name medications.
- Review your prescription history and print out your expenses for reimbursement from your flexible spending account.
- Print a temporary prescription drug ID card, and much more.



Questions? Call Medco Member Services beginning May 1, 2006, at 1-800-939-2142.

Get specialty medications through the *Medco Special Care Pharmacy*



Some conditions, such as anemia, hepatitis C, multiple sclerosis, asthma, growth hormone deficiency, and rheumatoid arthritis, are treated with specialty medications. If you use specialty medications, you'll appreciate the Special Care Pharmacy extras, including:

- Free expedited shipping
- Free supplies necessary to administer your medication (such as needles and syringes)
- Delivery to the place of your choice (home, doctor's office, or outpatient clinic)
- Reminder calls when it's time to refill your prescription
- Access to nurses and pharmacists trained in specialty medications



Medco is here for you

More information will arrive in the June mailing. Thank you for your attention. At Medco, we will do everything possible to ensure a smooth transition.

If you have any questions, please visit Medco online at **www.medco.com** beginning May 1, 2006. You can also call Member Services at **1-800-939-2142** if you have open-enrollment questions.

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